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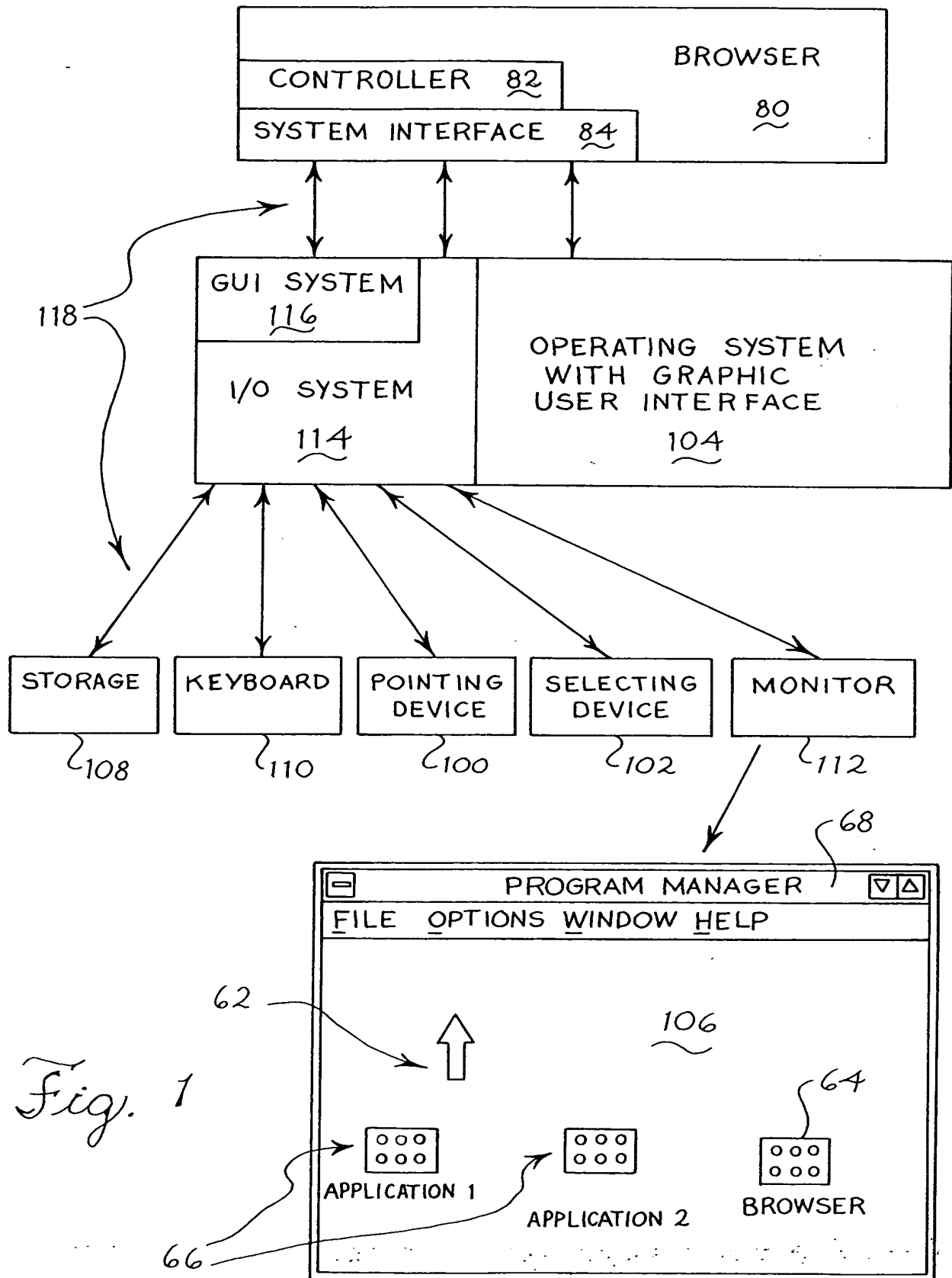
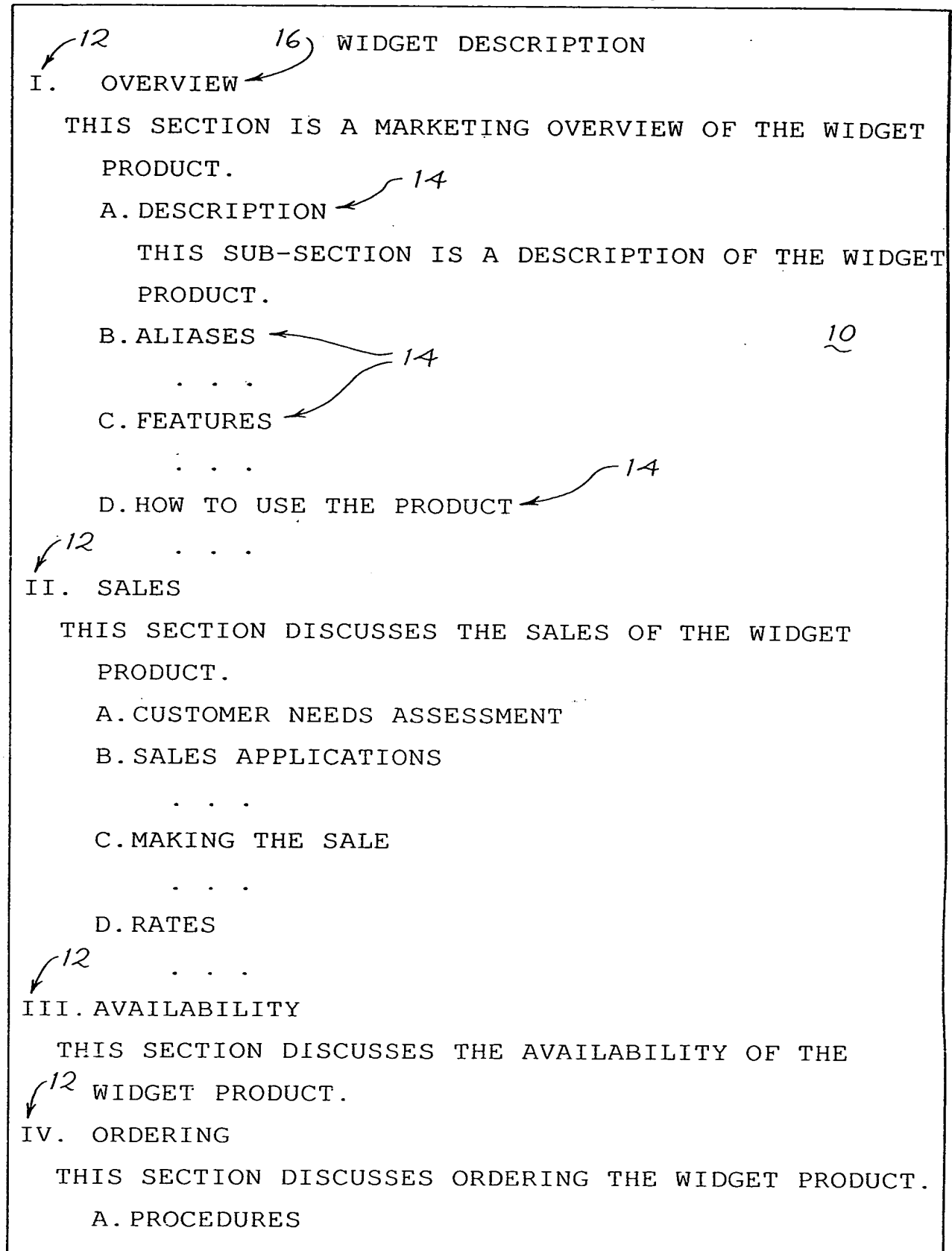


Fig. 1



_____ TO FIG. 2(A) _____

. . . .
B. LISTINGS

. . . .

C. DUE DATES

. . . .

12
V. BILLING

THIS SECTION DISCUSSES BILLING FOR THE WIDGET PRODUCT.

A. CHARGES

. . . .

B. BILLING REDUCTIONS

. . . .

C. PAYMENT OPTIONS/ CONTRACTS

. . . .

12
VI. TROUBLESHOOTING

18
THIS SECTION DISCUSSES TROUBLESHOOTING WIDGET PRODUCT PROBLEMS.

A. KNOWN PROBLEMS

. . . .

B. PROBLEM ASSESSMENT

. . . .

C. DIAGNOSING CUSTOMER TROUBLE

. . . .

12
VII. SUPPORT

THIS SECTION DISCUSSES WIDGET PRODUCT SUPPORT.

A. PRODUCT CONTACTS & REFERRALS

. . . .

B. RESPONSIBILITIES

_____ TO FIG. 2(C) _____

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Fig. 2(c)

----- TO FIG. 2(B) -----

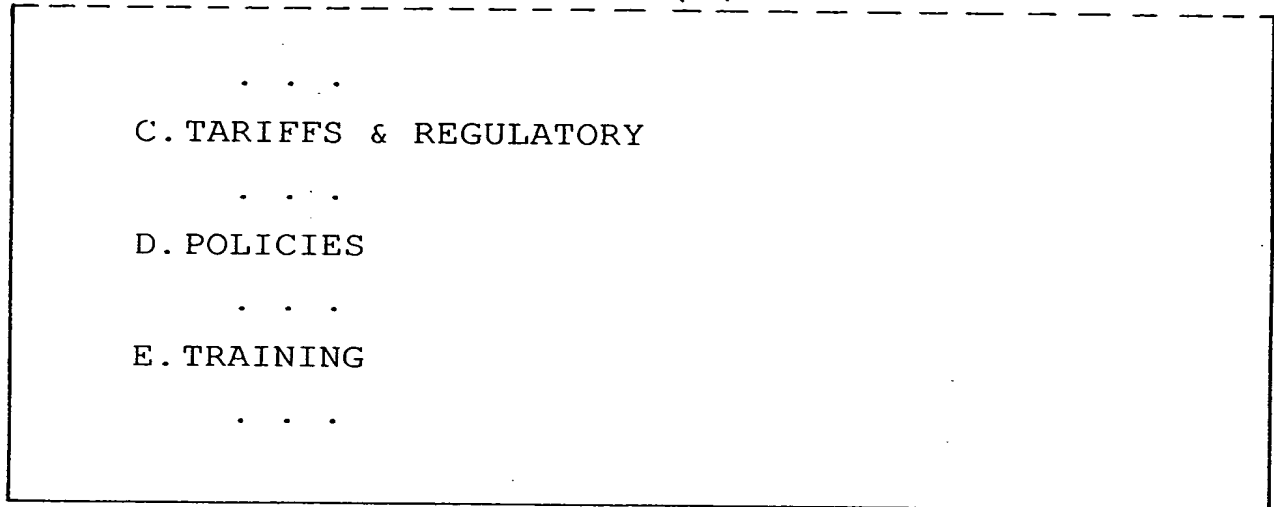
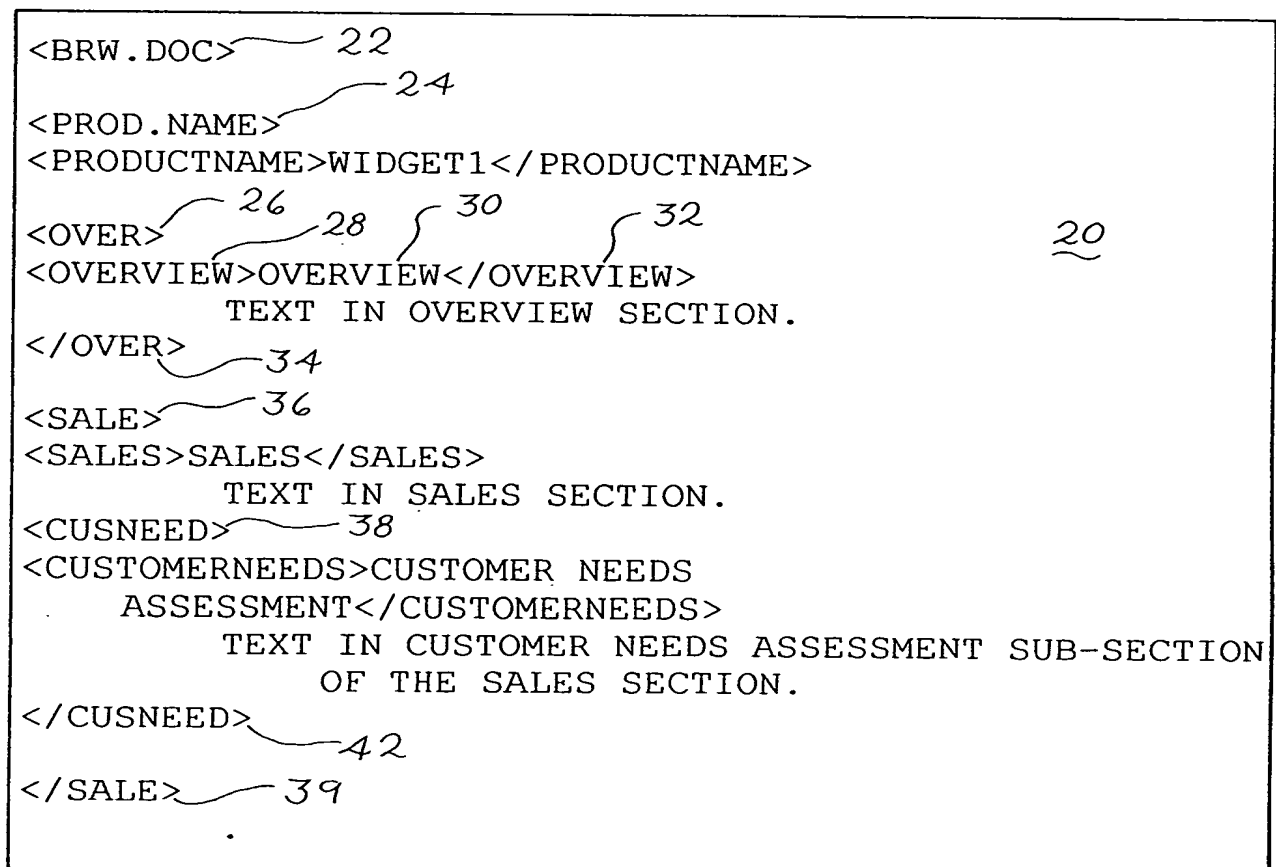


Fig. 3(A)



----- TO FIG. 3(B) -----

TO FIG. 3(A)

25
<TROUBL>
<TROUBLESHOOTING>TROUBLESHOOTING</TROUBLESHOOTING>
27 TEXT IN TROUBLESHOOTING SECTION.
<TRBL.KNOWPROB>
<TRBLKNOWPROB>KNOWN PROBLEMS>/TRBLKNOWPROB>
TEXT IN THE KNOWN PROBLEMS SUB-SECTION OF THE
TROUBLESHOOTING SECTION.
</TRBL.KNOWPROB>

<TRBL.PROBASSESS>
<TRBLPROBASSESS>PROBLEM ASSESSMENT</TRBLPROBASSESS>
TEXT IN THE PROBLEM ASSESSMENT SUB-SECTION OF
THE TROUBLESHOOTING SECTION.
</TRBL.PROBASSESS>

<TRBL.DIAG>
<TRBLDIAG>DIAGNOSING CUSTOMER TROUBLE</TRBLDIAG>
TEXT IN THE DIAGNOSING CUSTOMER TROUBLE SUB-
SECTION OF THE TROUBLESHOOTING SECTION.
</TRBL.DIAG>

</PROD.NAME>

</BRW.DOC>


```

<!ELEMENT PROD.NAME - - ( PRODUCTNAME, (%SUB-SECT; |
    TROUBL |
    ORDER |
    AVAIL |
    SALE |
    BILL |
    SUPP |
    OVER)*) >
    42 47 49
<!ATTLIST PROD.NAME
    ID CDATA #IMPLIED >
<!ELEMENT PRODUCTNAME - - ( (#PCDATA | %PARA-
    CONTENT;)* ) >
    44 45
<!ELEMENT TROUBL - - ( TROUBLESHOOTING, (%SUB-SECT; |
    TRBL.KNOWPROB |
    TRBL.PROBASSESS |
    TRBL.DIAG |
    TRBL.QUES |
    HEAD3 |
    HEAD2 |
    HEAD5 |
    HEAD4 |
    HEAD7 |
    HEAD6)*) >
    40 48
<!ATTLIST TROUBL
    51 ID CDATA #IMPLIED
    ID CDATA #IMPLIED >
<!ELEMENT TROUBLESHOOTING - - ( (#PCDATA | %PARA-
    CONTENT;)* ) >

```


- TO FIG. 4(A) -

```

<!ELEMENT TRBL.KNOWPROB - - ( TRBLKNOWPROB, (%SUB-
  SECT; |
    HEAD3 |
43 HEAD5 |
    HEAD4 |
    HEAD7 |
    HEAD6)*) >

```

```

<!ATTLIST TRBL.KNOWPROB
  ID CDATA #IMPLIED
  TYPE CDATA #IMPLIED >

```

```

<!ELEMENT TRBLKNOWPROB - - ( (#PCDATA | %PARA-
  CONTENT;)* ) >

```

```

<!ELEMENT TRBL.PROBASSESS - - ( TRBLPROBASSESS,
  (%SUB-SECT; |
    HEAD3 |
43 HEAD5 |
    HEAD4 |
    HEAD7 |
    HEAD6)*) >

```

```

<!ATTLIST TRBL.PROBASSESS
  ID CDATA #IMPLIED
  TYPE CDATA #IMPLIED >

```

```

<!ELEMENT TRBLPROBASSESS - - ( (#PCDATA | %PARA-
  CONTENT;)* ) >

```

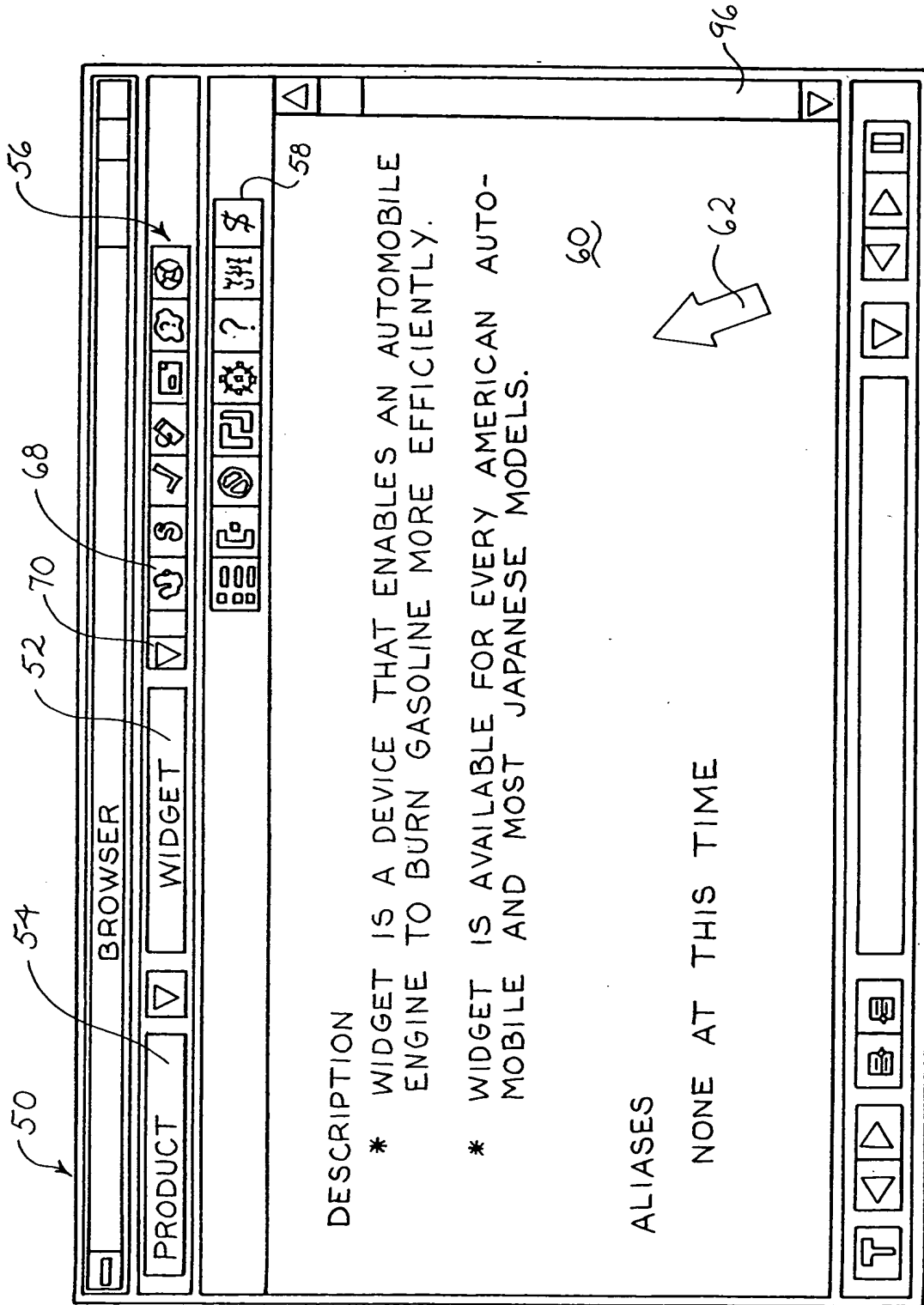



Fig. 5

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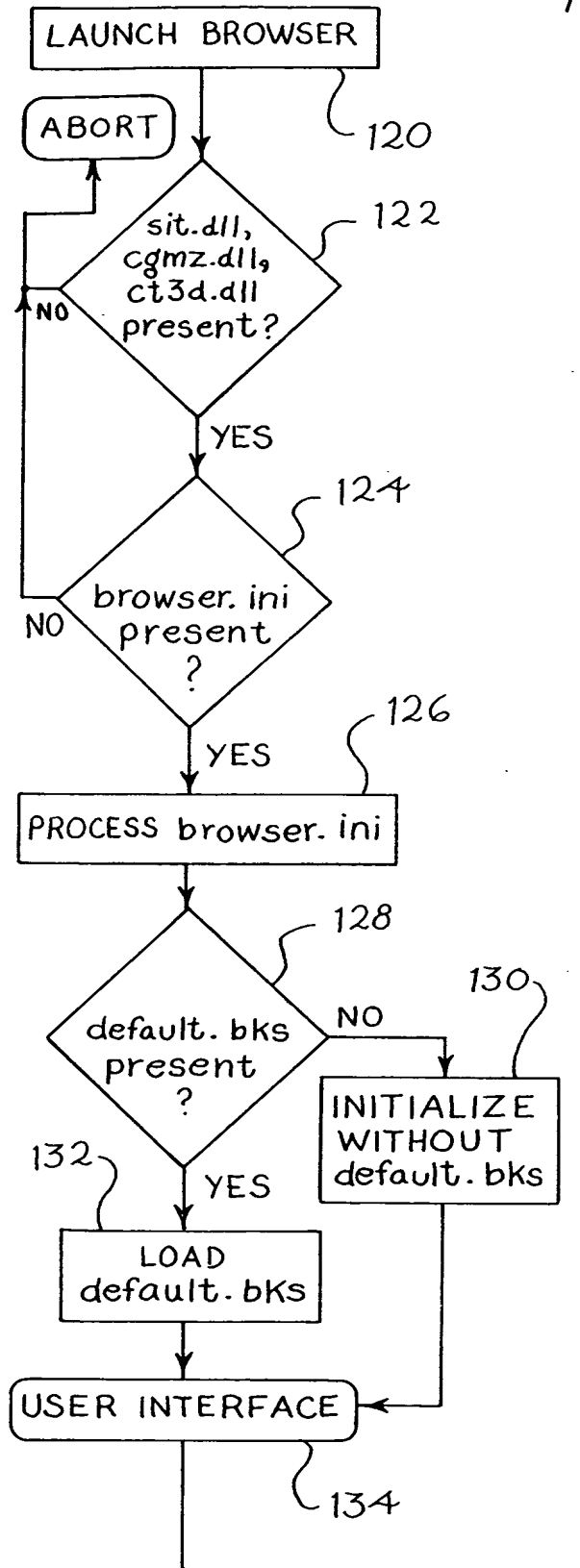
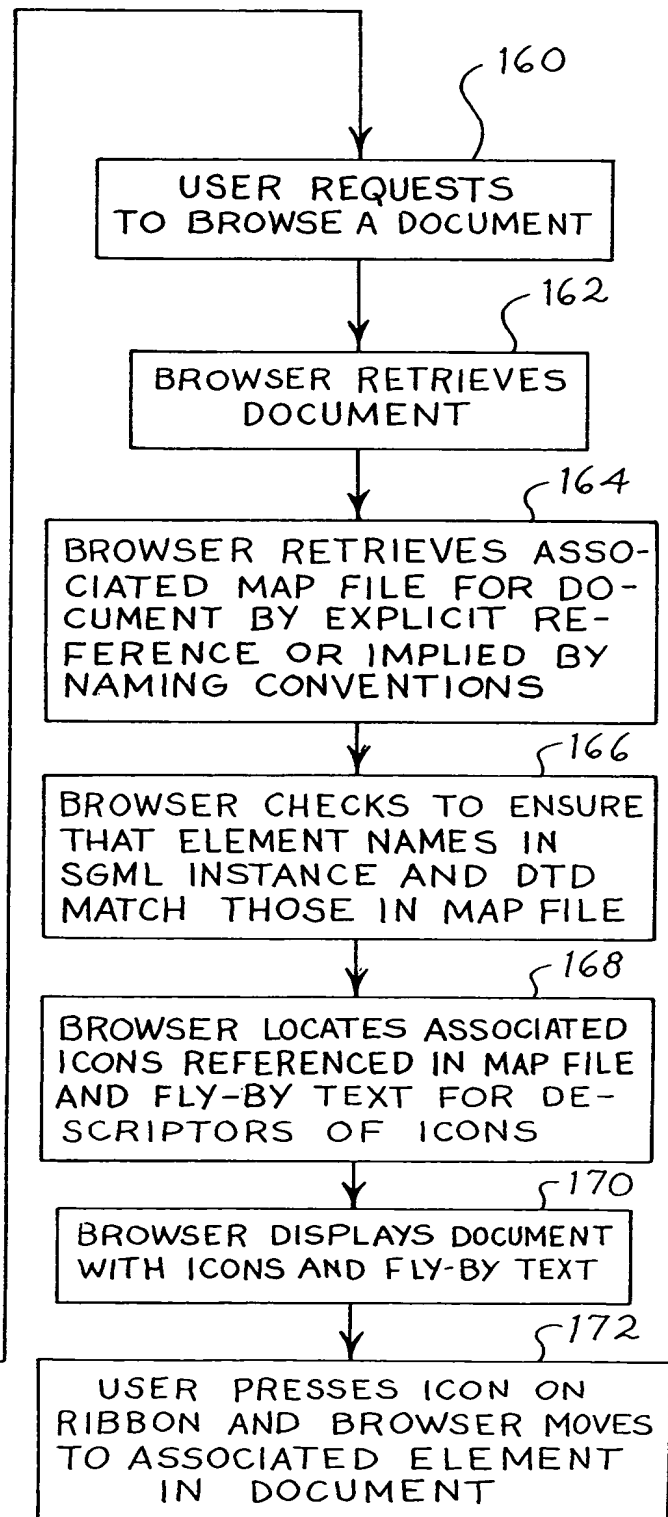


Fig. 6



[BOOK] 140
 COLLECTION=\XYZ 142
 COLLECTIONTITLE+"PRODUCTS" 144
 BOOKNAME=WIDGET 146
 BOOKTITLE="WIDGET" 148
 MAP=PRD.MAP 150 152

Fig. 7

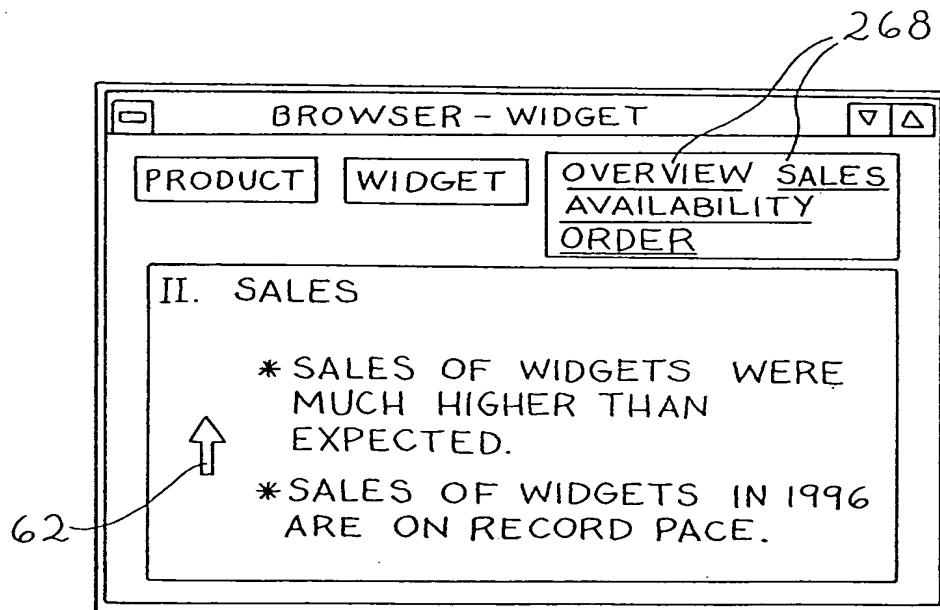


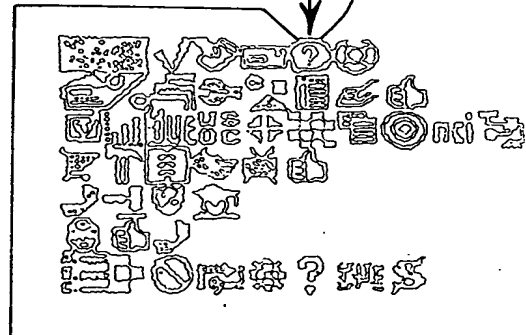
Fig. 10

[MAP]
ICONS=DEFAULT.BMP ← 11/16 182

[SECTIONS] ← 184
RBW-DOC, PROD.NAME, OVER=1:OVERVIEW ← 190 192 194 188 186
RBW-DOC, PROD.NAME, SALE=2:SALES
RBW-DOC, PROD.NAME, AVAIL=3:AVAILABILITY
RBW-DOC, PROD.NAME, ORDER=4:ORDERING
RBW-DOC, PROD.NAME, BILL=5:BILLING
RBW-DOC, PROD.NAME, TROUBL=6:TROUBLESHOOTING ← 226
RBW-DOC, PROD.NAME, SUPP=7:SUPPORT

[RBW-DOC, PROD.NAME, OVER]
OVER.DESC=61:DESCRIPTION
OVER.ALIASES=62:ALIASES
OVER.RESTRIC=63:RESTRICTIONS
OVER.INTER=64:INTERACTIONS
OVER.FEAT=65:FEATURES
OVER.HOWTOUSE=66:HOW TO USE THE PRODUCT
OVER.CPE=67:CPE INVOLVEMENT
OVER.RESALE=68:RESALE/SHARING

← 200



210

224

196
TROUBLESHOOTING

222

220

PRODUCT

DESCRIPTION

* WIDGET IS A DEVICE THAT ENABLES AN AUTOMOBILE ENGINE TO BURN GASOLINE MORE EFFICIENTLY.

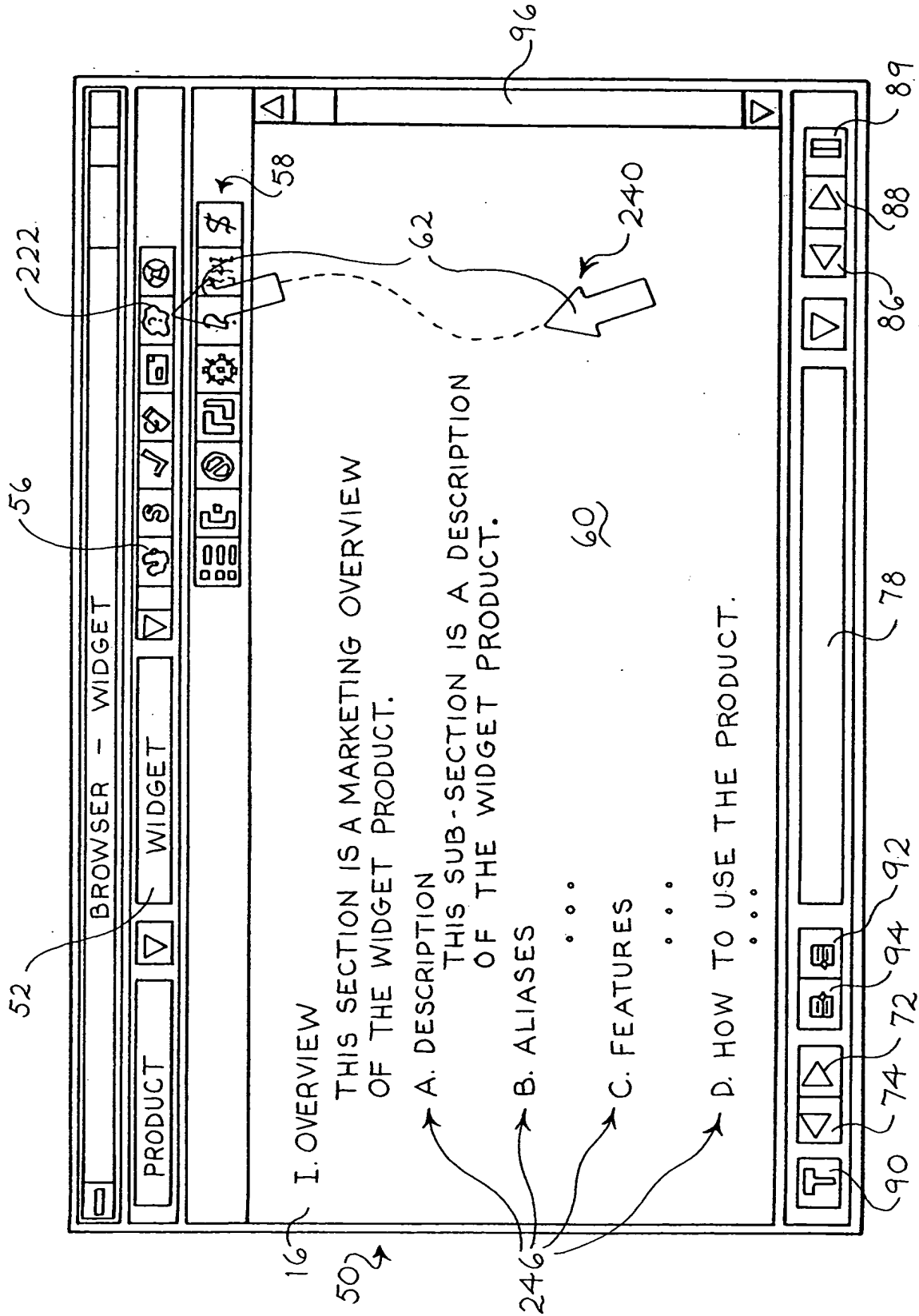


Fig. 9A

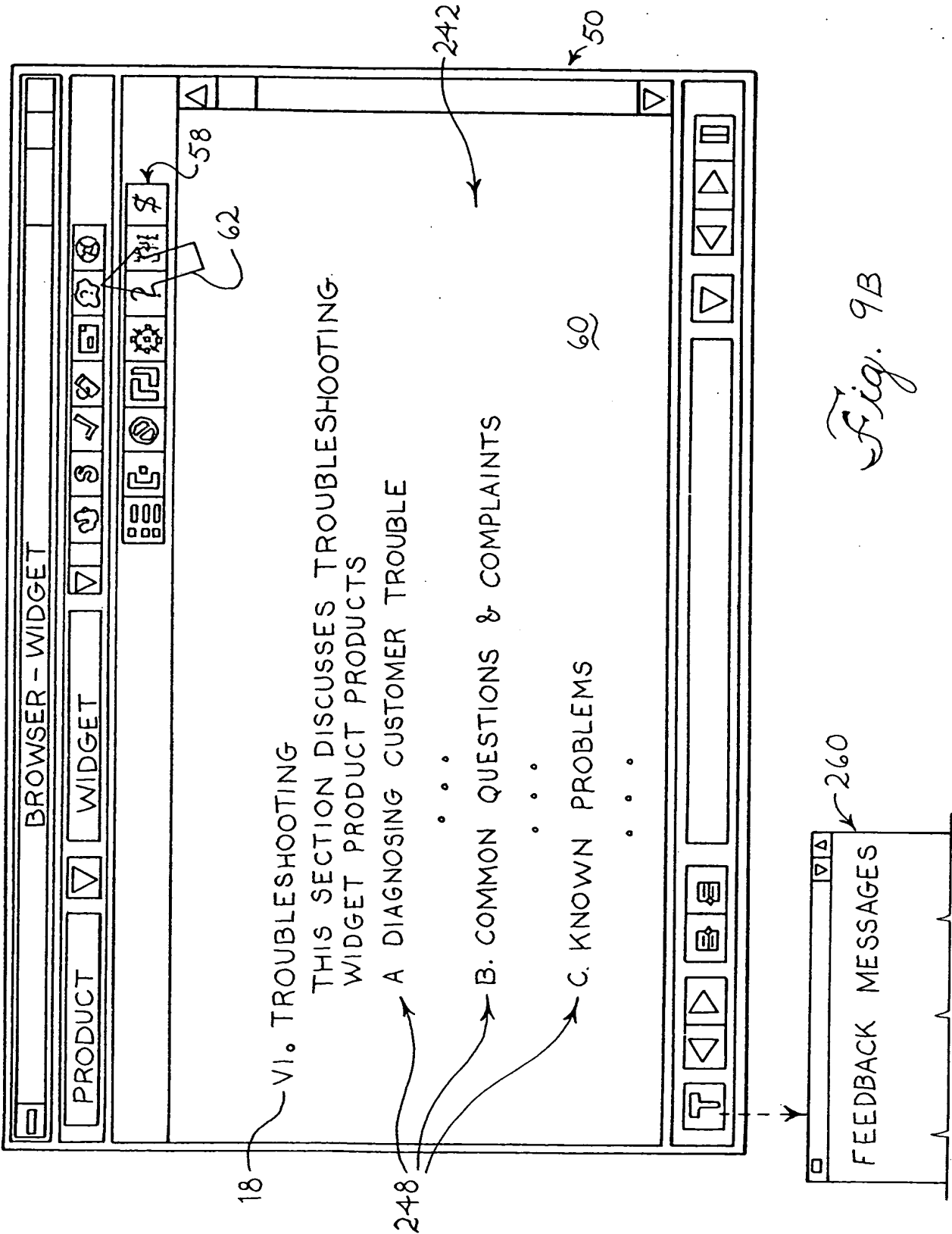


Fig. 9B

Fig. 12

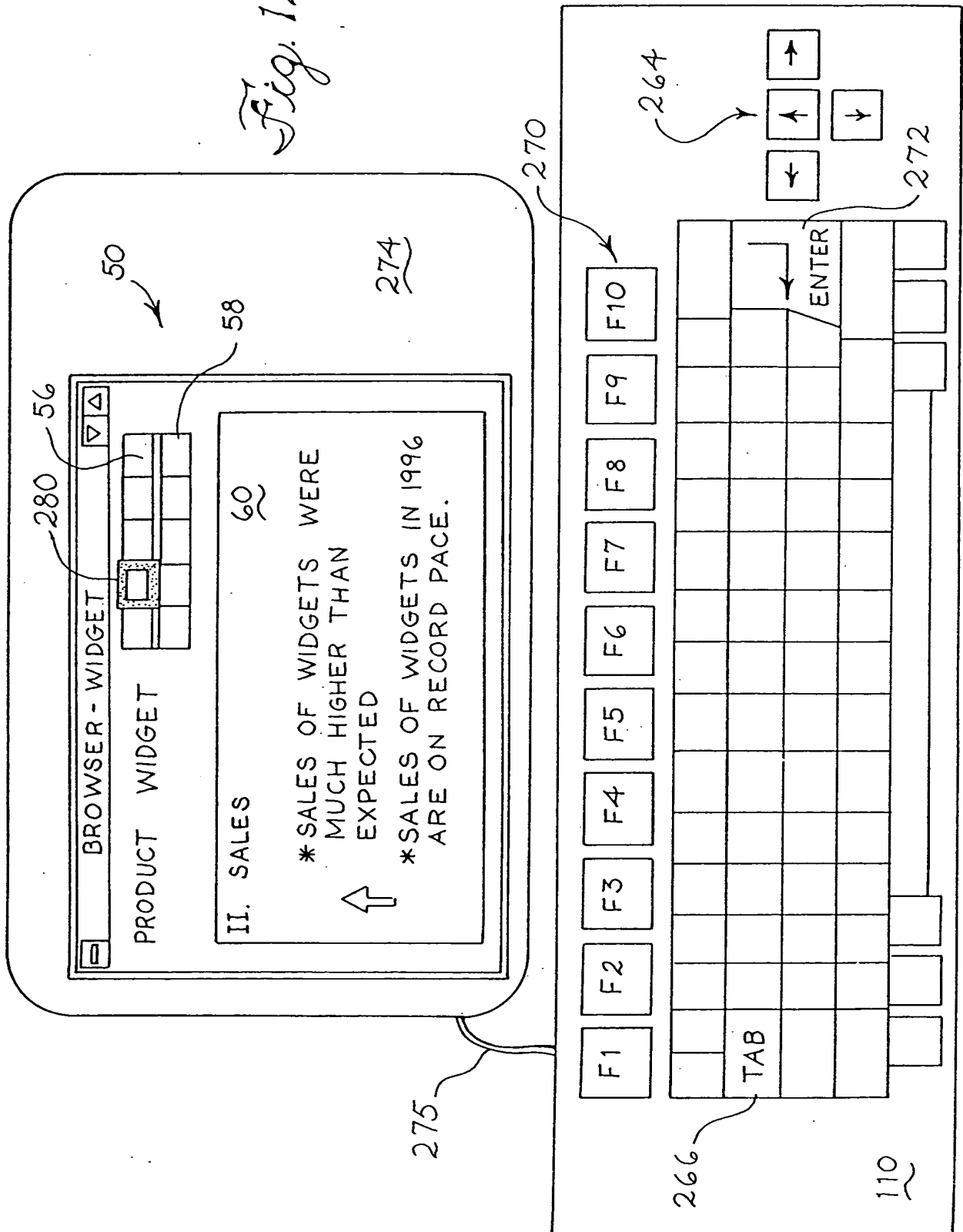


Fig. 13

